

Exhibit D

From: "Romelia Flores" <rrflores@us.ibm.com>
To: <VBartels@Akerman.com>
Date: 6/18/03 1:59 PM
Subject: IBM Docket No. BOC9-2003-0013; Our Docket No. 6169-383

Sorry forgot to copy you on my response.

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----- Forwarded by Romelia Flores/Dallas/IBM on 06/18/2003 12:39 PM -----

Romelia Flores
To: "Kevin T. Cuenot" <KCuenot@Akerman.com>, Elaine
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Raton/IBM@IBMUS
PM cc: Biao Hao/Dallas/IBM@IBMUS
From: Romelia
Flores/Dallas/IBM@ibmus
Subject: IBM Docket No. BOC9-2003-0013; Our Docket No. 6169.
383

Our team has reviewed the application to ensure that the description of our invention accurately recites all of the invention's characteristics in the broadest possible manner, while explaining, in detail, the preferred embodiment of the invention. The drawings accurately depict the various details of the invention as we understand them. Our team agrees with the claims at the end of the application.

file:///C:/WINDOWS/TEMP/GW300002.HTM

6/18/03

Please let me know if there is anything else our team can provide assistance for.

Thanks,
Romelia H. Flores

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----- Forwarded by Romelia Flores/Dallas/IBM on 06/18/2003 12:29 PM -----

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To: Biao Hao/Dallas/IBM@IBMUS, Romelia
cc: "Kevin T. Cuenot" <KCuenot@Akerman.com>, Elaine
Subject: IBM Docket No. BOC9-2003-0013; Our Docket No.

Re: Draft Patent Application for METHOD FOR MANAGING RESOURCES IN A
MULTI-CHANNELED CUSTOMER SERVICE ENVIRONMENT
IBM Docket No. BOC9-2003-0013; Our Docket No. 6169-383

Dear Inventors:

Can you kindly advise as to the status of your review of the draft patent
application in the above-reference case?

Please be reminded that we must file this application on or before June 24,
2003.

Very truly yours,

Valee Bartels
Legal Assistant to Kevin T. Cuenot
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